

**441—25.3 (331) Access standards.** The region shall include:

**25.3(1)** A sufficient provider network which shall include:

*a.* A community mental health center or federally qualified health center that provides psychiatric and outpatient mental health services in the region.

*b.* A hospital with an inpatient psychiatric unit or state mental health institute located in or within reasonably close proximity that has the capacity to provide inpatient services to the applicant.

**25.3(2)** Crisis services shall be available 24 hours per day, seven days per week, 365 days per year for mental health and disability-related emergencies.

**25.3(3)** The region shall provide the following treatment services:

*a.* Outpatient.

(1) Emergency: During an emergency, outpatient services shall be initiated to an individual within 15 minutes of telephone contact.

(2) Urgent: Outpatient services shall be provided to an individual within one hour of presentation or 24 hours of telephone contact.

(3) Routine: Outpatient services shall be provided to an individual within four weeks of request for appointment.

(4) Distance: Outpatient services shall be offered within 30 miles for an individual residing in an urban community and 45 miles for an individual residing in a rural community.

*b.* Inpatient.

(1) An individual in need of emergency inpatient services shall receive treatment within 24 hours.

(2) Inpatient services shall be available within reasonably close proximity to the region.

*c.* Assessment and evaluation. An individual who has received inpatient services shall be assessed and evaluated within four weeks.

**25.3(4)** A region shall provide the following basic crisis response:

*a.* Twenty-four-hour access to crisis response, 24 hours per day, seven days per week, 365 days per year.

*b.* Crisis evaluation within 24 hours.

**25.3(5)** Support for community living. The first appointment shall occur within four weeks of the individual's request of support for community living.

**25.3(6)** Support for employment. The initial referral shall take place within 60 days of the individual's request of support for employment.

**25.3(7)** Recovery services. An individual receiving recovery services shall not have to travel more than 30 miles if residing in an urban area or 45 miles if residing in a rural area to receive services.

**25.3(8)** Service coordination:

*a.* An individual receiving service coordination shall not have to travel more than 30 miles if residing in an urban area or 45 miles if residing in a rural area to receive services.

*b.* An individual shall receive service coordination within 10 days of the initial request for such service or being discharged from an inpatient facility.

**25.3(9)** The following limitations apply to home and vehicle modification for an individual receiving mental health and disability services:

*a.* A lifetime limit equal to that established for the home- and community-based services waiver for individuals with intellectual disabilities in the medical assistance program.

*b.* A provider reimbursement payment will be no lower than that provided through the home- and community-based services waiver for individuals with intellectual disabilities in the medical assistance program.